**MARYLYN** 

Email: Marylyn.216135@2freemail.com

**APPLICATION SUPPORT ENGINEER**

Responsible for analyzing, trouble shooting and solving issues encountered by users through phone, remote or onsite support.

October 22, 2011-December 31, 2013 **AFON SYSTEM PTE LTD. – 1 Commonwealth Lane**

 **07-19 One Commonwealth, Singapore 149544**

 Application Support Engineer (Accpac/ Navision)

**RESPONSIBILITIES**

* Provides Accpac and Navision support via phone, email, remote and onsite.
* Attends to client’s daily issues and trouble shoot errors encountered by the system.
* Do the installation and updating of Applications (Sage Accpac ERP, MS SQL Server 2000, 2005, 2008, and 2010) remotely or on business area.
* Document all reported incidents & issue case number to client and log it to CRM.
* Do forms and Crystal reports customization and amendments.
* Do customers site visits for preventive maintenance.
* Escalate unresolved technical support issues to Manager.
* Documenting troubleshooting and problem resolution for future reference.

August 15, 2011 –October 19, 2011 **SAGESOFT SOLUTIONS INC. - Greenhills Philippines** Technical Unit Supervisor –Business Applications (Peachtree/Accpac/Quickbooks/SAP/Crystal Reports)

**RESPONSIBILITIES**

* Acts as lead person for technical projects pertaining to preventive maintenance and repairs and technical support, deployments, and in situations requiring client contact among the technical staff.
* Monitors the performance of subordinate employees to ensure that the technical requirements, issues, and concerns of client organization are responded.
* Prepares project and/or deployment status reports for identifies areas requiring action particularly in relation to ensuring that deliverables as committed to client organizations are provided as schedules.
* Prepares weekly planner on activities to be undertaken and prepares reports on actual results,

outputs and accomplishments based on plans at the end of the week; consolidates

accomplishment reports into monthly performance reports.

* Supervises and controls planned and intervening activities of subordinate employees concerning the performance of their job functions and completion of task assignments in accordance with prescribed standards, in the process providing motivational approaches, appraisal, coaching and counseling, and disciplining.

April 21, 2008 – August 14, 2011 **SAGESOFT SOLUTIONS INC. - Greenhills Philippines**  Technical Support Engineer –Peachtree/Accpac/QuickBooks

**RESPONSIBILITIES**

* Provides off-site and on-site, online, email and telephone technical support to clients as well as project status updates to clients and to the company’s management and sales force.
* Logs in technical calls for the product lines in the CRM. Prioritize requests for technical assistance.
* Directs technical problems to appropriate Business Applications Consultant/Associate or Technical Support Associate if the problem cannot be fixed over the phone.
* Monitors outstanding open cases in CRM and provides weekly status.
* Follows up continuously on the status of all open cases to the assigned technical consultant.

**TECHNICAL SKILLS**

* Crystal report designing and troubleshooting.
* ACCPAC Complete Module and 3rd party module like Norming Asset Management, Cashbook Module and Audit Logger.
* Microsoft Dynamic NAV, SAP B1, PEACHTREE, and QUICKBOOKS Accounting System.

**SEMINARS**

* COMPLETE MODULE OF MICROSOFT DYNAMIC NAV NOV-DEC 2013
* ACCPAC PROJECT and JOB COSTING MODULE OCTOBER 2013

**EDUCATIONS & PERSONAL INFORMATONS:**

**PERSONAL PARTICULARS:**

Age : 29 yrs old Date of Birth : May 26, 1984

Nationality : Filipino Gender : Female

Marital Status : Married

Permanent Residence : Philippines

**EDUCATION:**

**Batangas State University (BSU) - ARASOF- NASUGBU Campus,**

**Nasugbu, Batangas**

B. Science. In Information Technology

Nasugbu Batangas, Philippines

Graduation Date: October, 2007